GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:3849
ANSWERED ON:21.04.2008
RECOVERY OF OUTSTANDING DUES FROM SUBSCRIBERS
Singh Shri Uday

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether BSNL has to recover several crores from its subscribers and private telecom operators;

(b) if so, the details thereof;

(c) whether BSNL has chalked out plans to recover such dues from subscribers and private telecom operators within the time schedule;

(d) if so, the details thereof;

(e) whether any responsibility has been fixed on officials of BSNL who failed to recover such huge outstanding dues from the subscribers; and

(f) if so, the details thereof?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (JYOTIRADITYA M. SCINDIA)

(a)&(b) Yes, Sir. The outstanding dues as on 31-01-2008 are shown in Annexure-I.

The unrecovered dues have been accumulated over a long period of time & in the case of landline customers, are prior to the formation of BSNL and pertain to the period when the services were operated by Government of India.With the entry of new operators in the market, defaulting customers move to other operators without paying their dues thereby increasing the outstanding.

In the case of Inter connect payments due from private operators, a large amount of dues are locked up in court cases initiated by Other Licensed Operators on various grounds against BSNL.

Also, the legal resources are limited to the extent of the provisions of Company Law, and BSNL being a company does not enjoy the facility of recovery through Govt. agencies in general as was the practice in vogue which has also resulted in increase of the outstanding amount.

(c)&(d) To recover the outstanding dues within time schedule, detailed plans are chalked out every year for the recovery of these dues. Field units having these outstanding are given targets to recover the dues, also special incentive scheme was launched for the recovery of these dues and special recovery agents have also been appointed for the purpose.

Details of prescribed monitoring procedures for Bill issue, Disconnection, Payment pursuit and subsequent legal action as and when required are enclosed as shown in Annexure-II

(e) & (f) In many cases, the outstanding is created on account of the fact, that many customers do not pay the bills on time, change their premises and after defaulting, move to other new operators without paying their dues. Outstanding cases are constantly pursued for recovery and are being reviewed by Secondary Switching Area (SSA)/Circle case-wise, and suitable action is taken as per departmental procedure.